

Amendments to the Claims:

1. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series of similar complex systems, the method being implemented over a computer network and comprising:

assessing an impact of each of one or more issues affecting one or more systems in the series, the assessed impact of each issue having a quantitative value and including a combination of impacted human factors and impacted operations factors;

receiving the issues and comments corresponding to the issues from a customer or an originating entity administering the series, wherein the originating entity comprises an aircraft manufacturer, and wherein the receiving step comprising receiving the issues and comments for posting on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon for posting on a discussion-capable electronic media, the issues being received by a manufacturer of, or one of a plurality of customers in possession of, the affected one or more systems;

receiving comments corresponding to the posted issues for posting on the electronic media after the respective posted issues, wherein for each issue, the issue and comments corresponding thereto are received by a manufacturer and one or more of a plurality of customers in possession of the affected one or more systems, or by a plurality of the customers, for collaboration with respect to the issue, and wherein one or more of the issues or comments corresponding to one or more of the issues includes the assessed impact of the respective one or more issues;

accessing the electronic media by a committee including a customer representative and an originating entity representative representatives of the manufacturer and one or more of the customers, the electronic media being accessed for the committee to identify action issues from the posted issues at least partially based on the posted comments corresponding thereto, and for the committee to thereafter prioritize the action issues, the committee identifying and prioritizing the action issues at least partially based on the assessed impact of the respective one or more issues;

assigning an action issue by the committee to the manufacturer or one or more of the customer or the originating entity customers for conducting a resolution investigation thereon, ~~and sending therewith a set of resolution directions for conducting the respective resolution investigation, the set of resolution directions including a suggested cost for resolving the issue; and~~

receiving a resolution proposal for the assigned action issue resulting from the corresponding resolution investigation, the resolution proposal ~~being received from the assigned customer or originating entity, and being accessible by the~~ committee to evaluate the resolution proposal.

2. (Currently Amended) A method according to Claim 1 wherein accessing the electronic media further includes identifying one or more rejected issues from the posted issues, and wherein the method further comprising ~~comprises~~ storing the rejected issues for at least one of further monitoring or future reference.

3. (Currently Amended) A method according to Claim 1 wherein the ~~sending~~ assigning step ~~comprises further includes sending a set of resolution directions further for conducting the respective resolution investigation, the directions including at least one of an assignment of the action issue to one of the customer or the originating entity a suggested cost for resolving the issue,~~ or a criteria for designating the action issue as being resolved.

4. (Previously Presented) A method according to Claim 1 wherein the receiving an issue step comprises receiving a non-safety issue.

5. (Currently Amended) A system for collaboratively identifying, prioritizing, and resolving issues affecting a series of similar complex systems, the system being implemented over a computer network and comprising:

a computer device configured to communicate over the computer network with ~~a customer a~~ manufacturer of the series, a plurality of customers in possession of a system systems in

~~the series, an originating entity administering the series, and a committee including a customer representative and an originating entity representative~~ representatives of the manufacturer and one or more of the customers, wherein the originating entity comprises an aircraft manufacturer, and wherein the computer device comprises:

a first processing portion configured ~~receive for receiving an assessment of an impact of~~ each of one or more issues affecting one or more systems in the series, the assessed impact of each issue having a quantitative value and including a combination of impacted human factors and impacted operations factors;
a second processing portion for receiving the issues and comments corresponding to the issues from at least one of the customer or the originating entity, the first processing portion also being configured to post the issues and comments on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon for posting on a discussion-capable electronic media,

wherein the second processing portion is also configured for receiving comments corresponding to the posted issues for posting on the electronic media after the respective posted issues, wherein for each issue, the issue and comments corresponding thereto are received by the manufacturer and one or more customers, or by a plurality of customers, for collaboration with respect to the issue, and wherein one or more of the issues or comments corresponding to one or more of the issues includes the assessed impact of the respective one or more issues;

a second ~~third~~ processing portion configured for use by the committee to access the electronic media, ~~separate the posted issues into rejected issues and identify action issues from the posted issues at least partially based on the posted plurality of comments corresponding thereto, and thereafter prioritize the action issues, the committee identifying and prioritizing the action issues at least partially based on the assessed impact of the respective one or more issues;~~

- a ~~third~~ fourth processing portion configured for ~~use by~~ the committee to assign an action issue to the manufacturer or one or more of the customer or the originating entity customers for conducting a resolution investigation thereon, ~~and send a set of resolution directions for conducting the respective resolution investigation, the set of resolution directions including a suggested cost for resolving the issue;~~
- a ~~fourth~~ fifth processing portion configured to ~~receive~~ for receiving a resolution proposal for the action issue resulting from the corresponding resolution investigation, the resolution proposal ~~being received from the assigned customer or originating entity, and being accessible by the committee to evaluate the resolution proposal;~~
- and
- a ~~fifth~~ sixth processing portion configured for ~~use by~~ the committee to direct implementation of the resolution proposal ~~for the evaluated action issue, and direct closure of the action issue upon completion of implementation of the resolution proposal,~~
- wherein the ~~third, fourth and, fifth~~ executable and sixth processing portions are configured for each of a plurality of action issues based upon the priority determined by the committee.

6. (Currently Amended) A system according to Claim 5 wherein the second processing portion is further configured for the committee to identify one or more rejected issues from the posted issues, and configured to store the rejected issues for at least one of further monitoring or future reference.

7. (Currently Amended) A system according to Claim 5 wherein the fourth processing portion is further configured to send a set of resolution directions further includes for conducting the respective resolution investigation, the directions including at least one of an assignment of the action issue to one of the customer or the originating entity a suggested cost for resolving the issue, or a criteria for designating the action issue as being resolved.

8. (Previously Presented) A system according to Claim 5 wherein the issues comprise non-safety issues.

9. (Cancelled)

10. (Currently Amended) A system according to Claim 5 wherein the originating entity manufacturer comprises an aircraft a manufacturer of a series of aircraft.

11. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series of similar complex systems, the method being implemented over a computer network and comprising:

assessing an impact of each of one or more issues affecting one or more systems in the series, the assessed impact of each issue having a quantitative value and including a combination of impacted human factors and impacted operations factors;
receiving issues and comments corresponding to the issues from a customer or an originating entity administering the series, wherein the receiving step comprises receiving the issues and comments for posting on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon; accessing a discussion-capable electronic media including, posted thereon, the issues and comments corresponding to the issues, wherein for each issue, the issue and comments corresponding thereto has been received for posting by a manufacturer and one or more of a plurality of customers in possession of the affected one or more systems, or by a plurality of the customers, for collaboration with respect to the issue, and wherein one or more of the issues or comments corresponding to one or more of the issues includes the assessed impact of the respective one or more issues;
separating the posted issues into rejected issues and identifying action issues from the posted issues at least partially based on the posted comments corresponding thereto;

prioritizing the action issues, wherein identifying and prioritizing the action issues comprise identifying and prioritizing the action issues at least partially based on the assessed impact of the respective one or more issues;
assigning an action issue to an assignee comprising the manufacturer or one or more of the customer or the originating entity customers, the assignee being responsible for developing a resolution proposal for resolving the respective action issue;
sending the action issue and an associated set of resolution directions to the assignee, the set of resolution directions including issue-closure criteria to be met by the resolution proposal for the action issue;
receiving a resolution proposal for the action issue from the assignee; and
evaluating the resolution proposal for the action issue with respect to the issue-closure criteria,
wherein the accessing, separating, prioritizing, assigning, sending, receiving and evaluating steps are performed by a committee including a customer representative and an originating entity representative representatives of the manufacturer and one or more of the customers.

12. (Currently Amended) A method according to Claim 11 wherein identifying action issues further includes identifying one or more rejected issues from the posted issues, and wherein the method further comprising comprises storing the rejected issues for at least one of further monitoring or future reference.

13. (Previously Presented) A method according to Claim 11 wherein assigning the action issue comprises assigning the action issue to an assignee according to the priority determined by the committee.

14. (Previously Presented) A method according to Claim 11 wherein sending the action comprises sending the action issue with an associated set of resolution directions including at least one of an implementation cost or an implementation deadline to be met by the resolution

proposal for the respective action issue.

15. (Currently Amended) A method according to Claim 11 wherein the ~~originating entity~~
manufacturer comprises ~~an aircraft~~ a manufacturer of a series of aircraft, and wherein receiving
an issue comprises receiving a non-safety issue.

16. (Previously Presented) A method according to Claim 11 further comprising requesting, by
the committee, approval of the at least one issue-closure criteria associated with the action issue,
from at least the customer, prior to assigning the action issue to the assignee.

17. (Previously Presented) A method according to Claim 11 further comprising obtaining, by
the committee, a commitment from at least the customer to implement a resolution proposal to
the action issue meeting the at least one issue-closure criteria, prior to assigning the action issue
to the assignee.

18. (Currently Amended) A method according to Claim 1 wherein ~~receiving issues and~~
~~comments comprises receiving issues and comments from at least one of a customer in~~
~~possession of a system in the series or an originating entity administering the series,~~
~~wherein accessing the electronic media comprises accessing the~~ ~~accessing the electronic media~~
~~for the committee to separate the posted issues into rejected issues and action issues~~
~~based on the posted comments, and to prioritize the action issues, and wherein the~~
~~method further comprises:~~
further comprising directing implementation of the resolution proposal for the evaluated action
issue by the committee, directing implementation including the committee directing
closure of the action issue upon completion of implementation of the resolution proposal,
wherein the assigning an action issue, receiving a resolution proposal and directing
implementation of the resolution proposal steps occur for each of a plurality of action
issues at least partially based upon the priority determined by the committee.

19. (Currently Amended) A method according to Claim 11 ~~wherein receiving issues and~~

~~comments comprises receiving issues and comments from at least one of a customer in possession of a system in the series or an originating entity administering the series, and wherein the method further comprises:~~

~~further comprising directing implementation by at least one of the customer or the originating entity of the resolution proposal meeting the associated issue-closure criteria; and closing; the action issue upon completion of implementation of the associated respective resolution proposal,~~

wherein the directing and closing steps are also performed by the committee, and wherein the assigning, sending, receiving, evaluating, directing and closing steps occur for each of a plurality of action issues at least partially based upon the priority determined by the committee.

20. (Currently Amended) A method according to Claim 11 wherein the originating entity manufacturer comprises an aircraft a manufacturer of a series of aircraft, and wherein sending the action issue comprises sending the action issue with an associated set of resolution directions including an implementation cost.

21. (New) A method according to Claim 1 wherein assessing an impact comprises assessing an impact including a combination of impacted human factors and impacted operations factors that each have an associated quantitative value, the value of the assessed impact being the sum of the values of the factors.

22. (New) A system according to Claim 5 wherein the first processing portion is configured for receiving an assessment of an impact including a combination of impacted human factors and impacted operations factors that each have an associated quantitative value, the value of the assessed impact being the sum of the values of the factors.

23. (New) A method according to Claim 11 wherein assessing an impact comprises assessing an impact including a combination of impacted human factors and impacted operations factors

Appl. No.: 09/656,678
Amdt. dated January 26, 2007
Reply to Official Action of April 26, 2006

that each have an associated quantitative value, the value of the assessed impact being the sum of the values of the factors.